

eOPF Frequently Asked Questions

General Information

What is the Official Personnel Folder (OPF)?

The Official Personnel Folder (Standard Form 66) is a file containing records that cover an individual's employment history. It covers [Executive Branch service under title 5, United States Code](#). The long-term records included in the file are chosen to protect the legal and financial rights of the Government and the employee. The Official Personnel Folder is part of the Government-wide system of records, OPM/GOVT-1.

What is the Electronic Official Personnel Folder (eOPF)?

The eOPF is an electronic version of the original OPF and a system for accessing the electronic folder online. eOPF software combines document management and workflow capabilities.

The eOPF allows each employee to have an electronic personnel folder instead of a paper file. Some of the features of the system include:

- Provides immediate access to OPF forms and information for a geographically dispersed workforce
- Delivers an e-mail notification to the employee when a document is added to the eOPF
- Supports a multi-level secure environment, with security rules for vital information
- Eliminates potential for loss of employee's official personnel files in filing and routing
- Reduces costs associated with storage, maintenance, and retrieval of records
- Provides for electronic transfer of human resources data
- Complies with OPM and federally mandated HR employee record management regulations

Why is eOPF Important?

eOPF is important..

to all Employees because it

- Saves time by delivering personnel records to their desktop instantly – to any place, at any time
- Imposes additional safeguards over personal data

...to HR Specialists because it

- Frees HR Specialists from mundane paperwork
- Enable HR Specialists to be more responsive to personnel folder requests
- Decreases the cycle-time to process personnel actions

- Eliminates re-work caused by inaccurate or missing personnel data/folders

...to NIH/HHS because?

- eOPF enhances the accuracy, portability, and security of personnel records
- Saves taxpayers money by reducing non-value-added activities
- Provide a “single source of truth” in personnel data
- Enables management to derive greater insight about the workforce through improved reporting of personnel data

Who is covered by eOPF? Non-FTE employees, Commissioned Corps?

All Federal civilian employees are covered. Some examples of who is **not** covered:

- Commissioned Corps
- IRTA Fellows
- Guest Researchers
- Visiting Fellows
- Contractors
- Special/Student Volunteer

Who can view my eOPF?

Employees see only their own eOPF.

For troubleshooting purposes: Your servicing HR specialists (benefits and staffing specialists), EOPF Systems Administrator from the project team, NIH HR Systems Support Help Desk have access to your eOPF.

For documents managements: Staff from the record room who manages the eOPF documents also has access to your eOPF.

Each user also has a responsibility for protecting the information in his/her eOPF. These responsibilities are outlined in the [Rules of Behavior](#) that appear whenever you login to the eOPF system.

Who owns the OPF and eOPF, the employee or the agency?

Neither. According to the *Guide to Personnel Recordkeeping* [[PDF](#) - 1.1MB]: "The Office of Personnel Management owns the personnel folder and its contents." The Guide contains the Office of Personnel Management's rules for creating, maintaining, using, and disposing of the Official Personnel Folder.

What measures are being taken to prevent identity theft, hacking, etc.?

All data in the eOPF is protected with industry standard encryption that is used by the banking industry and others for securing sensitive data when using the Internet. Further, all eOPF transactions are automatically logged and reviewed on a regular basis. This allows for a review to ensure that any security violations or unscheduled trends are addressed in accordance with privacy policy. By design, all changes to eOPF can only be performed by an authorized HR representative. The OPM site that is hosting the eOPF computer and network systems has been thoroughly reviewed and certified and accredited (C&A) in accordance with Federal and HHS-specific guidelines for security. eOPF customer support staff - Federal employees and contractors have undergone background investigations that include a credit and fingerprint check through the OPM and the FBI National Criminal Records Database. HHS adheres to Federal mandates and takes security very seriously. We ensure necessary precautions to ensure that end user security is not compromised.

What measures are taken to ensure that eOPF data is not lost?

OPM hosts the eOPF system for HHS and other government agencies. Nightly incremental backups are conducted, which include all new documents and any related information added on a given day. Full system-wide backups occur weekly. OPM performs complete off-site storage of the entire data repository on a monthly basis.

Are there any special accommodations available for employees in remote locations who do not have access to PCs?

Special accommodations are not necessary. Employees without access to PCs will be handled as before, except that the HR Specialist will print the eOPF to review it with the employee rather than retrieve it from storage.

Logging In and Passwords

What is my eOPF Login ID?

Your eOPF login ID is the same as your Employee ID. It is required to login to the eOPF system. If you do not know your employee ID on the eOPF login page you can select the “Request Your eOPF ID” hyperlink. This requires that you have a valid email address in the system for it to work.

For your eOPF password there is a “Request New Password” hyperlink on the login page. This steps requires that you know your eOPF ID.

I am a new employee, how soon can I expect my eOPF user ID and password?

Your eOPF welcome letter is sent to you three to four weeks after your report date. This email will provide you with your eOPF ID and instructions on how to request a new password and access the system as a first time user.

I cannot access the login screen or am I getting an error message when trying to access the login screen

Some NIH employees have had difficulty accessing the eOPF login screen, and others have received an Internet Explorer (IE) message stating that the, "Page Cannot Be Displayed." This is the result of a change OPM made to the security settings for accessing the eOPF website. To resolve this issue, please take a moment to verify and/or change your IE browser security setting by visiting the following link: [Instructions for Changing IE Security Browser Setting](#)

Email Notifications

What information is included in the e-mail notification that eOPF generates to notify employees?

The e-mail notification sent to the employee when a document is added contains only basic information about the document, such as form number, type of action, and effective date.

Are employees notified when items are removed from their eOPF (i.e. letters of reprimand, SF-50s)?

The removal of documents, such as the expiration of a Letter of Reprimand or a Cancellation SF-50 does not generate notifications. However, all *new* personnel actions generate notifications.

Making Corrections

Who do I contact to make corrections for documents in my eOPF?

For issues like, wrong documents added in you eOPF, documents missing in your eOPF, documents with wrong information or you notice that the documents is on the wrong side of your eOPF, please contact HR Systems Support

If my home address is incorrect in eOPF, how do I get it corrected?

You must use MyPay, the employee self-service system, to update your home address. Once you've made the update in [myPay](#), the address automatically updates in the HR processing system and subsequently in the eOPF system. This process usually takes up to three weeks, i.e., for the changes to be reflected in eOPF. If you made the changes and do not see it reflected in your eOPF, please contact HR Systems Support

Using the System

Once I login to the eOPF, I cannot see all of my documents and it's difficult to navigate. A scroll bar feature would help.

Your eOPF screen display is larger than your normal display area, therefore you must adjust the display area (i.e., "window") to accommodate eOPF. First grab the entire eOPF window by positioning the cursor anywhere along the top margin of the eOPF window and center it as best you can by dragging it to the middle of the screen. Then position the cursor over the right border of the eOPF window and drag it to the right until you can see the scroll bar and the "minimize" and "maximize" buttons in the top-right corner of the eOPF window. Click on the "Maximize" button. The eOPF window will then expand to fit your entire screen. From "My eOPF" don't forget to click on the "+" button on the left side of the screen to expand the list of your documents.

I click on a document to see it through the Adobe Acrobat viewer, and then click on another document and it doesn't open up

Only one document can be viewed at a time. Close out the first document by clicking on the 'X' in the top-right corner of the Acrobat viewer and then click on the next document you wish to see.

What does the column 'Folder' with values 'Left', 'Right', refer to on my eOPF?

Documents are filed in the Official Personnel Folder to record important events in an individual's Federal employment history. The documents are either temporary or long-term documents. They are designated as follows:

- **LEFT Side:** Temporary Documents. Temporary documents are documents that are not kept for the life of the personnel folder. These documents are filed on the LEFT side of the folder.
- **RIGHT Side:** Long Term Documents. Long-term documents are kept for the life of the folder. These documents are filed in chronological order on the RIGHT side of the personnel folder.

The “left side, right side” terminology refers to the old practice of physically attaching a document to the left or right side of the paper folder according to its effective longevity.

Transferring to Another Agency

What happens to my records if I transfer to another agency?

If you transfer to an agency that is using eOPF, your records will be transferred electronically. If you transfer to an agency that is not using eOPF, your records will be printed from eOPF and mailed to the new agency, where they will create a hard copy OPF.

If I leave Federal Service will I still have access to eOPF?

Users must be logged into the HHS network in order to access eOPF. Therefore, if you leave Federal service you will not be able to access the system.

Additional Help

Is there a Help feature for eOPF?

eOPF has an online help function that you can reach by clicking on the word 'Help' at the top of most pages within the website. The instructions in the help feature can be printed out if you wish to do so.

I'm confused. Is there someone available who can answer my questions?

Yes. You can call the eOPF Help Desk at 1-866-275-8518 or send an email to them at: eOPF_hd@telesishq.com